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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai H. Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: System and Method for Multi-Channel Communication Queuing
Serial No.: 09/823,590 Filing Date: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2642
Docket No.: SBL0001US Client Ref. No. SIEB059/US

Austin, Texas
March 3, 2006

Mail Stop RCE
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

REQUEST FOR CONTINUED EXAMINATION (RCE)

Dear Sir:

This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 of the above-identified application. Accompanying this Request is a petition under 37 C.F.R. § 1.136 for a one-month extension of time, setting a new time for response to March 3, 2006. Please consider and enter the Preliminary Amendment, which is being submitted with this request.

The RCE fee required under 37 C.F.R. § 1.17(e) is authorized in an accompanying transmittal letter. Applicants respectfully request issuance of a Notice of Allowance in light of the Preliminary Amendment which accompanies this RCE.

Please contact the undersigned attorney with any questions concerning this request or the above-identified patent application.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on March 3, 2006.

[Signature] 3/3/06
Attorney for Applicants Date of Signature

Respectfully submitted,

[Signature]

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